

Annual 47 C.F.R. § 64.2009(e) CPNI Certification

Received & Inspected

EB Docket 06-36

FEB 29 2012

FCC Mail Room

Annual 64.2009(e) CPNI Certification for 2011

Date filed: February 16, 2012

Name of company(s) covered by this certification: Tele-One Communications, Inc.

Form 499 Filer ID: 815294

Name of signatory: Carey Boyles

Title of signatory: President

I, Carey Boyles, certify that I am an officer of the company named above, and acting as an agent of the company, that I have personal knowledge that the company has established operating procedures that are adequate to ensure compliance with the Commission's CPNI rules. See 47 C.F.R. § 64.2001 *et seq.*

Attached to this certification is an accompanying statement explaining how the company's procedures ensure that the company is in compliance with the requirements set forth in section 64.2001 *et seq.* of the Commission's rules.

The company has not taken any actions (proceedings instituted or petitions filed by a company at either state commissions, the court system, or at the Commission against data brokers) against data brokers in the past year. Companies must report on any information that they have with respect to the processes pretexters are using to attempt to access CPNI, and what steps companies are taking to protect CPNI.

If affirmative: Not Applicable

The company has not received any customer complaints in the past year concerning the unauthorized release of CPNI (number of customer complaints a company has received related to unauthorized access to CPNI, or unauthorized disclosure of CPNI, broken down by category or complaint, *e.g.*, instances of improper access by employees, instances of improper disclosure to individuals not authorized to receive the information, or instances of improper access to online information by individuals not authorized to view the information).

If affirmative: Not Applicable

Signed Carey Boyles

No. of Copies rec'd 0+3  
List ABCDE

## **Statement regarding use of CPNI**

Tele-One does not use CPNI to market new or existing customers. Tele-One relies on potential subscribers initiating contact to obtain services.

Tele-One does not share, give or sell CPNI with any third parties for any purpose other than trouble repair and order placement.

At the time of the original order is taken, Tele-One collects three items of personal information from the subscriber.

This information is maintained on a data server that is not accessible for outside of our organization. Physical access to our data server is secured after hours and the facility is manned twenty-four hours a day. Any breach to our systems will be reported to law enforcement and our customers.

Any time that Tele-One is contacted by persons requesting information unique to a subscriber the caller must identify themselves as the subscriber and provide the three items of personal information on file. Should the caller fail to correctly supply this information, no information of the subscriber is released. The same process is required to make changes to subscriber's service. Failing to follow this procedure is grounds for terminations.

No access is provided online to CPNI or any account information.

All telephone calls are recorded for tone and content. Recordings are also routinely monitored to insure the verification process.